



Job Title	Career Engagement & Retention Specialist
PVN ID	NY-2410-006488
Category	Instruction and Social Service
Location	NYC COLLEGE OF TECHNOLOGY
Department	Business & Industry Workforce Training C
Status	Full Time
Annual Salary	\$54,000.00 - \$56,000.00
Hour(s) a Week	35
Closing Date	Dec 31, 2024 (Or Until Filled)

General Description

The Business and Industry Workforce Training Center (BIWTC) is the college's outreach to the general community, including community residents and the public, nonprofit, and private sectors. In creating linkages to community and city agencies, unions, and cooperation, BIWTC can collaborate in creating programs that serve targeted populations- particularly historically marginalized groups (women and minorities) to educate and train them for careers that are emerging or projected to grow. The BIWTC also works with academic departments to develop appropriate training that meets the needs of private, public, and nonprofit sectors and enhances learners' opportunities to secure employment.

Summary

Under the direct supervision of the Program Manager, the Career Engagement and Retention Specialist will educate and engage with trainees. They will also assist job seekers in maintaining employment, achieving wage gain, and making progress in their careers consistent with their vocational goals.

Other Duties

The Career Engagement & Retention Specialist is critical in supporting job seekers' journey toward successful employment. This position involves providing individualized career coaching, enrichment support, and outreach efforts to empower participants in achieving their career goals. The Career Engagement & Retention Specialist will work closely with the BIWTC team, trainees, and community partners to enhance employment opportunities and support services.

Essential Functions:

- **Community Engagement:**
Attend meetings and community events to represent the BIWTC and engage in outreach efforts to promote program services.

- **Participant Assessment:**
Conduct thorough interviews with program applicants to gather information on their employment history, educational background, and career aspirations using the employability assessment model.
- **Communication:**
Establish and maintain direct communication with participants and employers through various channels, including face-to-face meetings, phone calls, emails, and written correspondence.
- **Follow-Up Services:**
After participant placement, send introductory letters and clearly explain follow-up services to ensure a smooth transition into employment.
- **Career Counseling and Enrichment Support:**
Offer personalized career planning and enrichment support tailored to participants' individual needs. This includes goal setting, skill enhancement, and strategies for overcoming obstacles in the job search and workplace environments.
- **Resume and Cover Letter Development:**
Assist participants in creating effective resumes and cover letters highlighting their skills and experiences, ensuring they present themselves professionally to potential employers.
- **Professional Social Media Development:**
Guide participants in developing and optimizing their LinkedIn profiles and other professional social media platforms to enhance their online presence and networking opportunities.
- **Case Management:**
Provide comprehensive case management services tailored to participants' work-related needs, including ongoing support and resource navigation.
- **Educational Opportunities:**
Inform participants about additional educational and training opportunities that align with their career goals, facilitating access to relevant workshops, courses, and certifications.
- **Community Resource Referral:**
Connect participants with available support services in the community to address barriers to employment, including housing assistance and financial literacy programs.
- **Documentation and Follow-Up:**
Document all participant activities and maintain detailed case notes, including 30-, 60-, and 90-day follow-ups, in participant files and databases.
- **Outreach Strategy Development:**
Develop and implement a phased strategy for outreach to NYC residents, ensuring inclusivity of all target populations.
- **Re-Engagement Plans:**
Collaborate with the workforce development team to create targeted re-engagement plans for job seekers who have not actively pursued their career plans.
- **Engagement Strategy:**
Create and implement strategies to continuously engage all trainees/job seekers, fostering connections and encouraging success.
- **Event Planning:**
Organize special community events in collaboration with the workforce development team, such as recruitment drives, job screening events, financial planning workshops, and networking opportunities.
- **Skills Assessment:**
Assist participants in assessing their job skills and competencies by administering and scoring career

assessments and providing guidance on application procedures, resume writing, interview preparation, and job retention strategies.

- **Workshops and Presentations:**

Conduct informative workshops and presentations to equip participants with essential job search and workplace skills, including essential life skills training, networking strategies, and interview techniques.

- **Employer Relations:**

Maintain ongoing communication with employers to track participants' progress during employment and provide feedback to the BIWTC team.

- **Promotional Materials:**

Assist in developing promotional materials, such as flyers and brochures, and manage updates on social networking platforms to advertise program activities.

- **Labor Market Research:**

Stay current with labor market trends and gather updated information by researching relevant websites, attending industry meetings, and maintaining connections with community organizations involved in job placement and training.

Qualifications

- Bachelor's degree with 2-5 years workforce development, counseling and case management
- Solid knowledge of NYC labor market trends, job search strategies and techniques
- Keen knowledge of community resources and services
- Effective marketing skills with the ability to represent Business & Industry Workforce Training Center programs, its clients, and services to employers
- Communicate effectively in both oral and written form
- Strong database management skills, Excel, ACCESS, and other computer software knowledge
- Work independently and meet timelines
- Coordinate a variety of projects simultaneously
- Interpersonal skills to work cooperatively and effectively with individuals and groups
- Interact with adult learners from different cultural and socioeconomic backgrounds.

Please note that this is a grant-funded position.